

# Quality Assurance Policy

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## Aim

The primary purpose of quality assurance is enhancement of the quality of the candidate learning experience and the maintenance of academic standards in the context of an increasingly diverse candidate population and the particular nature of Safety Net Associate's academic portfolio.

## Principles

All associates are expected to take personal responsibility for their own professional quality and standards in all their activities.

Associates will exercise this responsibility within a supportive environment where expectations and standards are defined, continuous improvement and innovation are encouraged, development and training opportunities are provided, feedback is actively sought from candidates and other major stakeholders; and duplication of effort is strenuously avoided.

The quality assurance framework:

- Sets objectives rather than dictates detailed procedures and structures;
- Promotes consistency rather than standardisation across the company; and
- Is underpinned by the concepts of equality and fairness.

Where appropriate, academic teams will have significant freedom to tailor procedures and structures to their own requirements.

All policies and procedures will be well-documented and readily accessible to staff, candidates and other stakeholders.

The Company will rigorously and continuously monitor the effectiveness of its quality assurance procedures to assure that they are operating in accordance with good and

effective practice, in the best interests of candidates and the maintenance of academic standards.

The Company will work constructively with external agencies, in particular the Quality Assurance Agency and Professional Bodies.

### **The Quality Assurance Framework**

The Quality Assurance Framework is essentially a structured manifestation of good academic practice. It comprises the core quality assurance and control procedures, which promote quality enhancement and the maintenance of academic standards. It incorporates feedback loops that inform, modify and improve the quality and standards of the educational provision of SNA. It is a key element in the stated objective of the company to "create an effective and sustainable structure for the development of high quality teaching and learning".

#### Definitions

*Quality Assurance* comprises all the policies, systems and processes directed to ensuring the enhancement of the quality and standards of the educational provision.

*Quality Control* relates to the arrangements (procedures, organisation etc.), which verify that teaching, learning and assessment are being carried out in an appropriate manner.

*Quality Audit* is the process of ensuring that the quality assurance and control arrangements are satisfactory and operating effectively.

*Quality Enhancement* is the process of continuous improvement.

*Academic Standards* are the expected levels of academic attainment, which are used to describe and measure the academic requirements and performance of students.